

DUTTSON ENTERPRISES
TERMS & CONDITIONS ON SALE:

(As on 01.06.2025)

Price	<ul style="list-style-type: none"> • Equipments: All prices are Ex-Kolkata inclusive of all taxes and duties. • Spares: GST extra on all itmes. • Services: GST extra on all itmes.
Packing & Forwarding	Extra outside KMC area.
Transportation	Extra in all cases of repairs and maintenance work.
Delivery Period	Ex-stock, 3 days in normal cases.
Discount	<ul style="list-style-type: none"> • Equipments: Special discount available for bulk order. • Spares & Services: As mentioned in price-list (for AMC / Loyalty machine only). • AMC : Discount available on 5 or more machines
Payment Terms	<ul style="list-style-type: none"> • Equipment Price: 100% to be paid before delivery. • Installation Price: 50% of order vlue to be paid advance and balance before commission of equipment. • Repair & Maintenance Price: 100 % to be paid in advance.
Free Warranty Service	2 dry service on all new air-conditioners.
Warranty on Equipment	<ul style="list-style-type: none"> • Non-inverter SAC unit upto 2 ton 1 year from the date of supply and additional 4 years on compressor. • Inverter SAC unit upto 2 ton 1 year from the date of supply and additional 9 years on compressor and 4 years on PCB. • AC unit above 2 ton 1 year from the date of supply and additional 2 years on compressor. • Additional/Extended warranty on compressor and PCB as mentioned above will be available through us, subject to renewal of AMC with us after expiry of initial 1 year warranty period. • All warranty on machine, compressor and spares will be as per manufacturer's warranty policy.
Warranty on Installation	Our Installation / Repair work is warranted for 30 days for any defect on our workmanship.
Warranty on Spares	Please refer our Price List of Spares/Services.
Warranty Exclusions	<ul style="list-style-type: none"> • Remote system and all plastic parts/components are excluded in all cases. • Our Company / Manufacturer shall be not be responsible to provide replace/repair/service for any breakdown or malfunctioning or loss or damage caused due to improper/abnormal use, unauthorized handling, abnormal voltage fluctuation, rat/insect bite, neglects, fire, theft, strikes, riots, natural calamities or any cause beyond company's control. If services required for the above causes, then charges will be extra. • Warranty is not applicable in case of concealed / hide piping. • Warranty is not applicable, where ODU is not accessible to our mechanic.
Conditions on Ref. Gas charge	<ul style="list-style-type: none"> • In case of gas leak case, if the leakage is not found due to any reason - then we do not charge the gas unless customer permit us. • Ref. gas is warranted to the extent of our work. We are not responsible, in case of further leakage from any other point.
General Clause	<ul style="list-style-type: none"> • The prices, terms and conditions may change anytime without any prior notice. • "Current Price Lists' supersedes all 'Previous Price Lists'. • Area Coverage mentioned for new air-conditioners are under normal condition as per manufacturer's declaration. • No installation kit with Mitsubishi Heavy Industries AC and other specific brands as per manufacturer/company's • Goods once sold will be not returned back except defective items. • If at any stage, the work is incomplete - which is not due our fault, then we shall charge for our work upto that stage. <p>All Disputes on sales and service will be under Kolkata Jurisdiction only.</p>